

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

INSURANCE COORDINATOR

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical/administrative work associated with administration of county insurance plans and general office duties for the risk management office. Duties and responsibilities include, but are not limited to, greeting visitors, answering telephone calls, providing customer service, preparing or processing various department documentation, coordinating meetings, conducting research, compiling information and statistics, provide support functions for the administration of employee health/life insurance plans, communicating benefits to employees and distributing insurance materials, processing dependent verification paperwork, coordinating COBRA coverage including communication of benefits to employees and distributing materials, reconciling payroll deductions for insurances, processing documentation, and maintaining records. Reports to Risk Management Director.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides secretarial/clerical support for the assigned department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Performs office functions; helps coordinate office activities, reports work orders and tracks through completion, assist with overall department functions; coordinates special projects as requested, maintains office supplies from purchasing orders through receivables process.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs calls/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Processes purchasing documentation; reviews purchase requests for sufficient funding and for compliance with purchasing guidelines; prepares purchase orders, verifies completeness of information, proper authorization, and assignment to proper budgetary account.

Processes invoices for payment; matches invoices with statements or other backup documentation; verifies receipt of goods/services; reviews invoices for accuracy; makes applicable calculations and researches discrepancies; forwards invoices for payment.

Processes charges incurred by employees at the MedPoint clinics and interacts with employees on fees charged when appointments are not kept.

Gathers various information, data, reports and/or files as requested; compiles statistical data relating to department program or operations and makes applicable calculations; prepares/generates reports for submission to department Director or outside agencies; maintains department records and works with the archives department for file destruction within applicable state/federal guidelines.

Provides support with wellness initiatives including fulfilling packing needs, ordering supplies and assisting at programs as requested.

Monitors inventory of department equipment, forms or supplies; ensures availability of adequate materials to conduct work activities; initiates request/orders for new or replacement supplies.

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Processes incoming/outgoing mail; sorts, organizes, opens and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.

Performs analysis of data and organizes information onto an excel spreadsheet. Develops templates for use by department staff.

Receives various forms, reports, correspondence, invoices, budget documents, inventory records, policies, manuals, and directories; reviews, completes, processes, forwards or retains as appropriate.

Monitors and tracks annual training requirement of staff as mandated by Human Resources. Ensures staff completion by quarterly deadlines.

Conducts research functions as needed.

Acts a liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among department staff.

Reconciles payroll deductions of insurance premiums for life, health, cancer, disability, and other plans; verifies payroll information is complete and accurate; corrects information with payroll if needed.

Notifies employees and dependents who no longer meet eligibility requirements for health insurance (due to termination of employment, retirement, leave of absence, ineligible age of dependent, or other status change) of their insurance coverage status, including insurance termination date, COBRA continuation options/costs, and related issues; provides forms for COBRA enrollment.

Collects payments for insurance premiums, COBRA premiums, or other benefit fees from employees, retirees, COBRA participants, or other individuals; records payments and forwards as appropriate; monitors payment records to ensure payments are kept current.

Monitors leave of absence data; verifies type of leave approved; calculates applicable premiums; tracks employees on Family & Medical Leave to ensure premiums are paid by employees who not on payroll; collects insurance payments and refunds any overpayments; verify refunds as to pre-tax or not pre-tax.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other software programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains inventory of supplies and forms related to benefits administration; initiates requests/orders for new or replacement materials.

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, distributing or processing incoming mail, or preparing outgoing mail.

Communicates with supervisor, employees, dependents, retirees, former employees, other departments, insurance companies, claims adjusters, medical providers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Maintains a comprehensive, current knowledge of requirements of COBRA, FMLA, FLSA, HIPPA, and other applicable laws and regulations; reads professional literature; attends workshops and training sessions as appropriate.

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Reviews employment information or minutes received from school board central office and other departments to determine if terminating employees are eligible to continue their health, dental, or medical reimbursement and send notification.

Completes work at assigned workstation that is determined by the supervisor.

Must work hours as scheduled.

ADDITIONAL FUNCTIONS

May develop and distribute various communication regarding benefit options, insurance coverage, costs, and other issues to employee population.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

College-degree preferred, may qualify with high school diploma or GED enhanced by college level course work or vocational training in office administration and personal computer operations; minimum of two (2) years previous experience and/or training involving all or any combination of the following: benefits, payroll or human resources administration, worker's compensation administration, office administration, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess strong Microsoft office knowledge and ability; specifically with Microsoft Excel. Must possess and maintain of a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, temperature and noise extremes, traffic hazards, disease, or pathogenic substances.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 30 minutes Maximum Continuous Time: 5 minutes

2. SITTING

Estimated Total Hours: 5 - 8 Maximum Continuous Time: 1

3. LIFTING/CARRYING

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs				X	
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. BENDING/SQUATTING/KNEELING

Tasks: For filing or inventory

Frequency: once or twice a month

5. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Often	As needed	<1 lb
21-36"				

6. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting		X

Computer Monitor Screen Glare		X
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Inside Building	<u>98</u> % of time
Outside	<u>2</u> % of time

7. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

8. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Hourly
Grasp	X		Hourly
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Hourly

Exemption Status Test (Administrative Employee)

~ Answer the following to determine whether a worker is misclassified as an exempt administrative employee:

1. Regularly receives a predetermined amount constituting all or part of the employee's salary, which is not subject to reduction because of variations in the quality or quantity of work performed.

Yes

2. Is the employee's primary duty performing office or non-manual work directly related to the management or general business operations of the employer or the employer's customers?

No

3. Does the employee exercise discretion and independent judgment with respect to matters of significance? That is, does he evaluate and compare possible courses of action and then make a decision or recommendation after considering the various possibilities?

Yes

4. Is the employee paid the equivalent of at least \$455 per week on a salary basis?

No

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date